

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

AREA 040	DIVISION IMD	NUMBER
EVALUATED BY Lieutenant Lori Young #12495		DATE 02/25/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE
ACTION REQUIRED <input type="checkbox"/> Correction Report		DATE 2/27/09
BY <i>[Signature]</i>		COMMANDER'S REVIEW <i>[Signature]</i>
EVALUATED Yes	ACTION REQUIRED No	CORRECTED

1. AREA STANDARD OPERATING PROCEDURES (SOP)

- Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No
- Conflicts between Division SOP and Area SOP? ☐ Yes ☒ No
- SOP available for review? ☒ Yes ☐ No
 - Is it current? ☒ Yes ☐ No
 - Are orders necessary? ☒ Yes ☐ No
 - Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No
 - Conflict between SOP and departmental policy? ☐ Yes ☒ No
 - Orders clear and concise? ☒ Yes ☐ No
 - Is table of contents current/effective? ☒ Yes ☐ No
 - Logical division of material? ☒ Yes ☐ No
 - What system is used to assure each Area employee has read SOP? Appendix A is an SOP review certification log.
 - Effective numbering and index system? ☒ Yes ☐ No
 - Position descriptions utilized in place of individual names? ☒ Yes ☐ No
 - How are SOPs distributed? One copy is at the Division office and the original document is in the Computer Crimes Investigations Unit (CCIU) library.
 - Are they readily available? ☒ Yes ☐ No
 - Who is responsible for review/revision? The CCIU Lieutenant.
 - How often is SOP reviewed/updated? Annually.
 - Is a suspense system in place? ☒ Yes ☐ No

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

2. LOCAL DIRECTIVES	EVALUATED Yes.	ACTION REQUIRED No	CORRECTED
---------------------	-------------------	-----------------------	-----------

- a. Other methods utilized by commander to provide written instructions to Area personnel? The departmental e-mail system is used to provide direction and instruction to members of the Unit.

3. LIMITED DUTY ASSIGNMENTS	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
-----------------------------	------------------	-----------------------	-----------

- a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No
- b. What types of duties are assigned to those on limited duty? Reviewing investigative reports, answering phones, filing court cases, Training Officer, Evidence Officer and assisting with investigations.
- c. How many employees are currently on limited duty status? None

4. OTHER PROCEDURES	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
---------------------	------------------	-----------------------	-----------

- a. What methods does Area use to report highway defects? Notifying the Sacramento Communications Center of possible highway defects requiring Caltrans response.
- b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No
- (1) What procedure is followed for receiving citizen's complaints? The procedures outlined in HPM 10.4.
- (2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No
- (3) Are complaints classified properly? ☒ Yes ☐ No
- (4) What are the most common errors in complaint investigations? Unit staff have not received any Citizen's Complaints during the 2008 reporting period.
- c. What procedure is in place to handle traffic complaints? Traffic complaints received at CCIU are forwarded, via the Sacramento Communications Center, to the appropriate Area office.
- d. How are employee absences reported/verified? Employees contact the Unit Manager or Unit Supervisor when they are unable to report to work as scheduled. They complete the STD 634 and CHP 415 which are reviewed and approved by the Unit Manager or Unit Supervisor.
- e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No
- (1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No
- f. How are cameras assigned? Each investigator and the Unit Supervisor are assigned a departmental camera.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? Digital.

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? N/A

(1) Are inspections up-to-date?

☐ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☐ Yes ☐ No

(3) Are random inspections conducted?

☐ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☐ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service?

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? No release of information is provided to those other than Division or Unit staff.

(2) Who regularly receives Area rosters? The Unit roster is maintained at the Division level and is kept by the Office Tech.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? The Unit Manager with the concurrence of the Assistant Division Chief.

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☐ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Upon their return, the Unit staff members are briefed on the events that occurred during their absence by the Unit Manager or Supervisor.

Destroy Previous Editions

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? The Unit Manager and Unit Supervisor.

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes ☐ No

(a) How is this accomplished? Reports are read by the only Unit Supervisor.

o. Does Area have written guidelines for overtime usage and control?

☒ Yes ☐ No

(1) Are these controls effective?

☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☒ Yes ☐ No

(4) Who may authorize overtime? The Unit Manager and Unit Supervisor.

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?

☒ Yes ☐ No

(7) Who maintains court and subpoena logs? The individual investigators maintain their subpoena's and inform the Unit Supervisor of their court appearances.

(8) Are local controls sufficient to properly manage overtime?

☒ Yes ☐ No

(a) Is CTO held within proper limits?

☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☒ Yes ☐ No


(d) Is the MAR signed by the commander?

☒ Yes ☐ No

**COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT**

Command: 041 Information Technology Section	Division: 040 Information Mgt	Chapter: Area Procedures and Local Orders
Inspected by: Carla Simmons and Bev Christ		Date: 03/04/2009

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans, and may be used to appeal findings. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION		<input type="checkbox"/> Corrective Action Plan Included	
<input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level		<input type="checkbox"/> Appeal Included	
<input type="checkbox"/> Executive Office Level		<input type="checkbox"/> Attachments Included	
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: 040 IMD Due Date: 03/06/2009	Commander's Signature: 	Date: 3/4/09
Chapter Inspection: Area Procedures and Local Orders			
Inspector's Comments Regarding Innovative Practices:			

1. Area Standard Operating Procedures (SOP) - Information Technology Section's (ITS's) SOP is located in the START menu under "CHP Custom Apps, View Command SOP." The command saves paper by not printing for each unit or employee.

2. Local Directives - Directives are provided via e-mail. No paper copies are routed.

3. Limited Duty Assignments - No comments on innovative practices.

4. Other Procedures - No comments on innovative practices.

Command Suggestions for Statewide Improvement:

None.

Inspector's Findings:

No deficiencies were found during this inspection. There were, however, a number of items on the checklist that were not applicable to ITS.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT
Page 2

Command: 041 Information Technology Section	Division: 040 Information Management	Chapter: Area Procedures and Local Orders
Inspected by: Carla Simmons and Bev Christ		Date: 03/04/2009

Commander's Response:

None, there were no deficiencies identified in the inspection.

Inspector's Comments:

None.

Required Action

Corrective Action Plan/Timeline

None.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT
Page 3

Command: 041 Information Technology Section	Division: 040 Information Management	Chapter: Area Procedures and Local Orders
Inspected by: Carla Simmons and Bev Christ		Date: 03/04/2009

Appeal Process: *(Appeals shall be filed within five (5) business days of the completed chapter inspection)*

Commander's Basis for Appeal:

No appeals submitted.

Appeal Review/Decision: *(This shall be the only level of appeal).*

Lead Inspector's Signature:

Carla Simmons

Date:

3/4/09

Responding Commander's Signature (for appeal):

Date:

AREA ITS	DIVISION IMD	NUMBER 041
EVALUATED BY Carla Simmons, Bev Christ		DATE 03/04/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input type="checkbox"/> No		COMMANDER'S REVIEW <i>Patricia Valenzuela</i>	DATE 4/14/09
<input type="checkbox"/> Correction Report BY _____			

1. AREA STANDARD OPERATING PROCEDURES (SOP)	EVALUATED	ACTION REQUIRED	CORRECTED
---	-----------	-----------------	-----------

a. Does SOP contain only local procedures essential to Area?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b. Conflicts between Division SOP and Area SOP?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
c. SOP available for review?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Is it current?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are orders necessary?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Does SOP provide reference to, yet avoid duplication of departmental policy?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Conflict between SOP and departmental policy?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(5) Orders clear and concise?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(6) Is table of contents current/effective?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(7) Logical division of material?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(8) What system is used to assure each Area employee has read SOP? It is included in the new employee orientation		
(9) Effective numbering and index system?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(10) Position descriptions utilized in place of individual names?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(11) How are SOPs distributed? SOP is in the CHP custom applications section of all staff computers, and employees are notified via e-mail when a significant change has been made.		
(a) Are they readily available?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(12) Who is responsible for review/revision? Administrative staff		
(13) How often is SOP reviewed/updated? Updated annually or as needed		
(a) Is a suspense system in place?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

2. LOCAL DIRECTIVES	EVALUATED	ACTION REQUIRED	CORRECTED
----------------------------	-----------	-----------------	-----------

a. Other methods utilized by commander to provide written instructions to Area personnel? Email

3. LIMITED DUTY ASSIGNMENTS	EVALUATED	ACTION REQUIRED	CORRECTED
------------------------------------	-----------	-----------------	-----------

a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty?

☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? Duties are based on a physician's recommendations

c. How many employees are currently on limited duty status? 0

4. OTHER PROCEDURES	EVALUATED	ACTION REQUIRED	CORRECTED
----------------------------	-----------	-----------------	-----------

a. What methods does Area use to report highway defects? This section N/A

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual?

☐ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? This section N/A

(2) Is there a system to identify complaint-generating behavior?

☐ Yes ☐ No

(3) Are complaints classified properly?

☐ Yes ☐ No

(4) What are the most common errors in complaint investigations? This section N/A

c. What procedure is in place to handle traffic complaints? This section N/A

d. How are employee absences reported/verified? Reported to and verified by supervisors; absence over 2 days verified by a doctors note

e. Is there a central listing of employees with approved secondary employment requests?

☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14?

☒ Yes ☐ No

f. How are cameras assigned? This section N/A

Destroy Previous Editions

(1) What type(s) of cameras are used? This section N/A

(2) Are photos in file of good quality?

☐ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? This section N/A

(1) Are inspections up-to-date?

☐ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☐ Yes ☐ No

(3) Are random inspections conducted?

☐ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☐ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? This section N/A

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? Information is distributed for in the line of duty, for work related duty; otherwise it is not disclosed.

(2) Who regularly receives Area rosters? Section Commander

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? IMD Training Officer

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☐ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? First line supervisors are responsible for providing updated information.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? This section N/A

(1) Are supervisors made aware of superior or deficient reports?

☐ Yes ☐ No

(a) How is this accomplished? This section N/A

o. Does Area have written guidelines for overtime usage and control?

☒ Yes ☐ No

(1) Are these controls effective?

☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☒ Yes ☐ No

(4) Who may authorize overtime? Section Commander or Acting Section Commander

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?

☒ Yes ☐ No

(7) Who maintains court and subpoena logs? This section N/A

(8) Are local controls sufficient to properly manage overtime?

☒ Yes ☐ No

(a) Is CTO held within proper limits?

☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☒ Yes ☐ No

(d) Is the MAR signed by the commander?

☒ Yes ☐ No

Items not applicable to the Section:

1.c.(5) Orders Clear and Concise

4.b Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual?

4.b(2) Is there a system to identify complaint-generating behavior?

4.b.(3) Are complaints classified properly?

4.f.(2) Are photos in file of good quality?

4.g.(1) Are inspections up-to-date?

4.g.(2) Is the responsible employee knowledgeable of applicable policies and regulations?

4.g.(3) Are random inspections conducted?

4.g.(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

4.l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

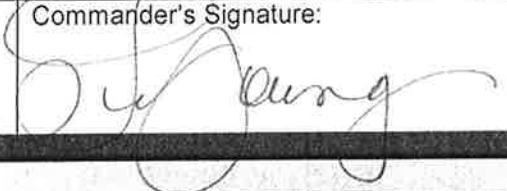
4.n.(1) Are supervisors made aware of superior or deficient reports?

Destroy Previous Editions

COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT

Command: Computer Crimes Investigation Unit	Division: Information Management Division	Chapter: 2
Inspected by: Sergeant Kelly Dixon		Date: 11/25/2008

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans, and may be used to appeal findings. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION		<input type="checkbox"/> Corrective Action Plan Included	
<input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level		<input type="checkbox"/> Appeal Included	
<input type="checkbox"/> Executive Office Level		<input type="checkbox"/> Attachments Included	
Follow-up Required:	Forward to:	Commander's Signature:	Date: 04/17/09
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Due Date: _____		

Chapter Inspection: _____

Inspector's Comments Regarding Innovative Practices:

None

Command Suggestions for Statewide Improvement:

None

Inspector's Findings:

No corrections or deficiencies noted.

COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT

Page 2

Command: Computer Crimes Investigation Unit	Division: Information Management Division	Chapter: 2
Inspected by: Sergeant Kelly Dixon		Date: 11/25/2008

Commander's Response:

During this time, a semi-annual review of the CCIU SOP was also performed which resulted in a complete revision. It was submitted to Division for review and approval.

Inspector's Comments:

Required Action

Corrective Action Plan/Timeline

COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT

Page 3

Command: Computer Crimes Investigation Unit	Division: Information Management Division	Chapter: 2
Inspected by: Sergeant Kelly Dixon		Date: 11/25/2008

Appeal Process: *(Appeals shall be filed within five (5) business days of the completed chapter inspection).*

Commander's Basis for Appeal:

None

Appeal Review/Decision: *(This shall be the only level of appeal).*

None

Lead Inspector's Signature:

Subscribed for Sgt. Kelly Dixon

Date:
04/17/2009


Responding Commander's Signature (for appeal)

Date:

COMMAND INSPECTION PROGRAM EXCEPTIONS DOCUMENT

Command: Telecommunications Section	Division: IMD	Chapter: 3
Inspected by: Maricela Pancake, Linda McNeill		Date: 12/09/2008

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans, and may be used to appeal findings. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION		<input type="checkbox"/> Corrective Action Plan Included	
<input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level		<input type="checkbox"/> Appeal Included	
<input type="checkbox"/> Executive Office Level		<input type="checkbox"/> Attachments Included	
Follow-up Required:	Forward to:	Commander's Signature:	Date:
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	IMD		12/15/2008
Due Date: 12/15/2008			

Chapter Inspection:

Inspector's Comments Regarding Innovative Practices:

(none)

Command Suggestions for Statewide Improvement:

(none)

Inspector's Findings:

Chapter 3, Command Procurements, Contracts

Item # 9: Are requests for contract services less than six months from the anticipated start date of the contract pre-approved by Assistant Commissioner, Staff, for expedited processing? **No**

Chapter 3, Command Procurements, Contracts

Item # 26 Is a driver license check conducted for, but not limited to, all of the following types of agreements, if the contractor and/or specifically assigned personnel are scheduled to be on-site for more than 30 days? **No**

Chapter 3, Command Procurements, Purchases

Item #15 Is the "received copy" of the purchase order approved, dated, and forwarded to the Fiscal Management Section (FMS), Account Payable Unit, within three business days of receipt, if all items are accepted?

Chapter 3, Command Procurements, Cal-Card Program

Item # 1: Are all employees associated with the use of the Cal-Card program completing the CHP 78S, Conflict of Interest Statement, Employee, form?

COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT

Page 2

Command: Telecommunications Section	Division: IMD	Chapter: 3
Inspected by: Maricela Pancake, Linda McNeill		Date: 12/09/2008

Commander's Response:

Chapter 3, Command Procurements, Contracts

Item # 9: response: Telecommunications Section routine contracts and renewals are submitted at least 8-9 months in advance. Unanticipated contracts that have less than six months of lead time are approved by Division and expedite requested at the Division Commander to Division Commander Level.

Chapter 3, Command Procurements, Contracts

Item # 26: response: Telecommunications Section is OPI for generators, UPS units, and telephone services. Language regarding driver license checks will need to be incorporated into the following contracts:

- Golden Gate diesel generator.
- Statewide UPS maintenance.
- Telephone system maintenance.

Language to be Included; Drivers license checks will be conducted on the contractor and the contractor's personnel. Drivers license information to be forwarded to the Contracts Services Unit.

Chapter 3, Command Procurements, Purchases

Item #15 response: For some purchases, yes. For the remaining purchases Telecom waits for the invoice to ensure billing is accurate, this also provides appropriate warranty dates

Chapter 3, Command Procurements, Cal-Card Program

Item # 1: As of this date, policy does not require CHP78S for Calcard transactions.

Inspector's Comments:

Chapter 3, Command Procurements, X-Number Program

All X numbers for 07/08 and 08/09 were reviewed and followed policy.

Chapter 3, Command Procurements, Purchases

Purchase Requisitions 7001, 7012, 7019, 7035, 7036, 7054, 7100, 7106, 7115 and 7129 were reviewed and found to be processed correctly.

COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT

Page 3

Command: Telecommunications Section	Division: IMD	Chapter: 3
Inspected by: Maricela Pancake, Linda McNeill		Date: 12/09/2008

Required Action

Corrective Action Plan/Timeline

Chapter 3, Command Procurements, Contracts

Item # 26: response: Telecommunications Section is OPI for generators, UPS units, and telephone services. Language regarding driver license checks will need to be incorporated into the following contracts:

- Golden Gate diesel generator.
- Statewide UPS maintenance.
- Telephone system maintenance.

Language to be Included; Drivers license checks will be conducted on the contractor and the contractor's personnel. Drivers license information to be forwarded to the Contracts Services Unit.

Contract amendment requests will be prepared and sent to CHP Contract Management Unit during the first quarter of 2009.

Appeal Process: *(Appeals shall be filed within five (5) business days of the completed chapter inspection).*

Commander's Basis for Appeal:

Appeal Review/Decision: *(This shall be the only level of appeal).*

Lead Inspector's Signature:

Date:

Responding Commander's Signature (for appeal):

Date:

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

AREA 047 - Telecom	DIVISION 040 - IMD	NUMBER -
EVALUATED BY Sue Hollis		DATE 02/23/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW 	DATE 2/26/09
BY _____			

AREA STANDARD OPERATING PROCEDURES (SOP)	EVALUATED 02/23/2009	ACTION REQUIRED No	CORRECTED
---	-------------------------	-----------------------	-----------

- | | |
|--|---|
| a. Does SOP contain only local procedures essential to Area? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| b. Conflicts between Division SOP and Area SOP? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| c. SOP available for review? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (1) Is it current? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (2) Are orders necessary? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (3) Does SOP provide reference to, yet avoid duplication of departmental policy? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (4) Conflict between SOP and departmental policy? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| (5) Orders clear and concise? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (6) Is table of contents current/effective? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (7) Logical division of material? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (8) What system is used to assure each Area employee has read SOP? Employees review SOP when hired and when updates occur. | |
| (9) Effective numbering and index system? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (10) Position descriptions utilized in place of individual names? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (11) How are SOPs distributed? Icon in "Custom Applications" for employees to review. | |
| (a) Are they readily available? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (12) Who is responsible for review/revision? Commander, Managers, and Supervisors | |
| (13) How often is SOP reviewed/updated? Annually or as needed | |
| (a) Is a suspense system in place? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

LOCAL DIRECTIVES	EVALUATED 02/23/2009	ACTION REQUIRED No	CORRECTED
-------------------------	-------------------------	-----------------------	-----------

a. Other methods utilized by commander to provide written instructions to Area personnel? E-mail, Memorandum

LIMITED DUTY ASSIGNMENTS	EVALUATED 02/23/2009	ACTION REQUIRED No	CORRECTED
---------------------------------	-------------------------	-----------------------	-----------

a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? In accordance with restrictions imposed by physician.

c. How many employees are currently on limited duty status? None

OTHER PROCEDURES	EVALUATED 02/23/2009	ACTION REQUIRED No	CORRECTED
-------------------------	-------------------------	-----------------------	-----------

a. What methods does Area use to report highway defects? Report to commander or other uniformed personnel.

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? They are forwarded to a supervisor or commander.

(2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

(3) Are complaints classified properly? ☒ Yes ☐ No

(4) What are the most common errors in complaint investigations? Telecommunications Section has had no complaints in recent history.

c. What procedure is in place to handle traffic complaints? Report to commander or other uniformed personnel.

d. How are employee absences reported/verified? Employees call in to a supervisor and the supervisors log the absence in an automated shared file.

e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

f. How are cameras assigned? As needed from within the Section's pool of digital cameras.

(1) What type(s) of cameras are used? Sony digital

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? N/A

(1) Are inspections up-to-date?

☐ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☐ Yes ☐ No

(3) Are random inspections conducted?

☐ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☐ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service?

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? The commander, managers, and supervisors have access to confidential roster information for use in an emergency.

(2) Who regularly receives Area rosters? Rosters are not regularly distributed.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? Property Inspector

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☐ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? CommNets are available via AIMS.

n. Who is responsible for the review of reports submitted by field officers? N/A

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes ☐ No

(a) How is this accomplished? Via commander

o. Does Area have written guidelines for overtime usage and control?

☒ Yes ☐ No

(1) Are these controls effective?

☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☐ Yes ☐ No

(4) Who may authorize overtime? Commander or supervisors in an emergency

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☐ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?

☐ Yes ☐ No

(7) Who maintains court and subpoena logs? There is no need for a subpoena log since the commander is the only uniformed employee.

(8) Are local controls sufficient to properly manage overtime?

☒ Yes ☐ No

(a) Is CTO held within proper limits?

☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☐ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☐ Yes ☐ No

(d) Is the MAR signed by the commander?

☐ Yes ☐ No

As a result of this evaluation, there were no significant findings noted or corrective actions required. Many of the items were not applicable to the Section, however, for those items that pertained to the operation of Telecommunications Section, the processes are in compliance with departmental policy.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT

Command: 048 - CCSS	Division: IMD	Chapter: HPG 22.1, Chapter 2
Inspected by: Kurt Wallner		Date: 03/16/09

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans, and may be used to appeal findings. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		<input type="checkbox"/> Corrective Action Plan Included <input type="checkbox"/> Appeal Included <input type="checkbox"/> Attachments Included	
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: _____ Due Date: _____	Commander's Signature: <i>Dee Dee Juel</i>	Date: <i>7/8/09</i>

Chapter Inspection: HPG 22.1, Chapter 2, Area Management Evaluation, Are Procedures and Local Orders

Inspector's Comments Regarding Innovative Practices:

None

Command Suggestions for Statewide Improvement:

None

Inspector's Findings:

None

Commander's Response:

As a result of this evaluation, there were no significant findings noted or corrective actions required. Many of the items were not applicable to the Section, however, for those items that pertained to the operation of Communications Centers Support Section, the processes are in compliance with departmental policy.

Inspector's Comments:

None.

Required Action

Corrective Action Plan/Timeline

Appeal Process: (Appeals shall be filed within five (5) business days of the completed chapter inspection).

Commander's Basis for Appeal:

Appeal Review/Decision: (This shall be the only level of appeal).

Lead Inspector's Signature: <i>Dee Dee Juel for Kurt Wallner</i>	Date: <i>7/8/09</i>
Responding Commander's Signature (for appeal):	Date:

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT

Command: 048 - CCSS	Division: IMD	Chapter: HPG 22.1, Chapter 2
Inspected by: Kurt Wallner		Date: 03/16/09

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans, and may be used to appeal findings. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		<input type="checkbox"/> Corrective Action Plan Included <input type="checkbox"/> Appeal Included <input type="checkbox"/> Attachments Included	
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: _____ Due Date: _____	Commander's Signature: <i>Dee Dee Juel</i>	Date: <i>7/8/09</i>

Chapter Inspection: HPG 22.1, Chapter 2, Area Management Evaluation, Are Procedures and Local Orders

Inspector's Comments Regarding Innovative Practices:

None

Command Suggestions for Statewide Improvement:

None

Inspector's Findings:

None

Commander's Response:

As a result of this evaluation, there were no significant findings noted or corrective actions required. Many of the items were not applicable to the Section, however, for those items that pertained to the operation of Communications Centers Support Section, the processes are in compliance with departmental policy.

Inspector's Comments:

None.

Required Action

Corrective Action Plan/Timeline

Appeal Process: (Appeals shall be filed within five (5) business days of the completed chapter inspection).

Commander's Basis for Appeal:

Appeal Review/Decision: (This shall be the only level of appeal).

Lead Inspector's Signature: <i>Dee Dee Juel for Kurt Wallner</i>	Date: <i>7/8/09</i>
Responding Commander's Signature (for appeal):	Date:

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

AREA 048	DIVISION IMD	NUMBER
EVALUATED BY Mary Ann Alvarez and Kurt Wallner		DATE 02/23/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW <i>Dee Dee Zuel</i>	DATE 3/2/09
<input type="checkbox"/> Correction Report BY _____			

1. AREA STANDARD OPERATING PROCEDURES (SOP)

EVALUATED 02/27/09	ACTION REQUIRED NO	CORRECTED
-----------------------	-----------------------	-----------

- | | |
|---|---|
| a. Does SOP contain only local procedures essential to Area? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| b. Conflicts between Division SOP and Area SOP? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| c. SOP available for review? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (1) Is it current? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (2) Are orders necessary? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (3) Does SOP provide reference to, yet avoid duplication of departmental policy? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (4) Conflict between SOP and departmental policy? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| (5) Orders clear and concise? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (6) Is table of contents current/effective? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (7) Logical division of material? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (8) What system is used to assure each Area employee has read SOP? Per the CHP 10, employees are required to review the SOP on their first day, this form is kept in their personnel file. They are then informed of updates to review. | |
| (9) Effective numbering and index system? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (10) Position descriptions utilized in place of individual names? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (11) How are SOPs distributed? One printed copy is maintained in the Command Library. All employees have access to the SOP via the LAN. | |
| (a) Are they readily available? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (12) Who is responsible for review/revision? Commander's discretion based on personnel availability and workload. | |
| (13) How often is SOP reviewed/updated? As needed to accommodate changes in staffing and OPI obligations. | |
| (a) Is a suspense system in place? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

2. LOCAL DIRECTIVES	EVALUATED 02/27/09	ACTION REQUIRED NO	CORRECTED
----------------------------	-----------------------	-----------------------	-----------

- a. Other methods utilized by commander to provide written instructions to Area personnel? The commander makes wide spread use of departmental E-mail to provide written instructions.

3. LIMITED DUTY ASSIGNMENTS	EVALUATED 02/27/09	ACTION REQUIRED NO	CORRECTED
------------------------------------	-----------------------	-----------------------	-----------

- a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No
- b. What types of duties are assigned to those on limited duty? Duties would be assigned on a case-by-case basis as determined from information provided by the employee's physician on a CHP 443 and WH-380.
- c. How many employees are currently on limited duty status? None.

4. OTHER PROCEDURES	EVALUATED 02/27/09	ACTION REQUIRED NO	CORRECTED
----------------------------	-----------------------	-----------------------	-----------

- a. What methods does Area use to report highway defects? This question is not applicable to CCSS. Any roadway defects noticed by CCSS employees would be reported to the appropriate communications center with jurisdictional authority.
- b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No
- (1) What procedure is followed for receiving citizen's complaints? Complaints received by CCSS employees would be referred to the appropriate communications center or field office.
- (2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No
- (3) Are complaints classified properly? ☒ Yes ☐ No
- (4) What are the most common errors in complaint investigations? There have been no complaints filed against CCSS or any of the employees.
- c. What procedure is in place to handle traffic complaints? This question is not applicable to CCSS. Any traffic complaints received by CCSS employees would be referred to the appropriate communications center or area office with jurisdictional authority.
- d. How are employee absences reported/verified? CCSS non-dispatch personnel are required to report absences directly to the commander or acting commander. Dispatch personnel are required to report absences to their supervisor. The commander/supervisor can verify the absence at their discretion via telephone, medical statement or home/hospital visit. If absent for more than three consecutive calendar days, medical substantiation may be requested in accordance with FMLA/CFRA.
- e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No
- (1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No
- f. How are cameras assigned? Cameras are secured in a locked cabinet and signed out on an "as-needed" basis by CCSS personnel. All of the cameras are tracked in a logbook by the CCSS Staff Analyst.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? CCSS only has Canon PowerShot SD-950 digital cameras in use.

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? N/A

(1) Are inspections up-to-date?

☐ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☐ Yes ☐ No

(3) Are random inspections conducted?

☐ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☐ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? N/A

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? Only the CCSS Commander or acting commander has access to the roster.

(2) Who regularly receives Area rosters? Only the CCSS Commander or acting commander regularly receives a copy of the roster.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☐ Yes ☒ No

(1) Who coordinates inspection and/or disposal of unserviceable items? N/A

(2) If appropriate, are damages collected?

☐ Yes ☒ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Employees receive either a hard copy or an email in their mailbox of the directive.

Destroy Previous Editions

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? CCSS is not a field office and does not receive reports from the field.

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? Supervisors review the reports.

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? The CCSS Commander or designee authorizes all overtime.

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? The court and subpoena logs are maintained by the Office Technician.

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No

**COMMAND INSPECTION PROGRAM
EXCEPTIONS DOCUMENT**

Command: 048 - CCSS	Division: IMD	Chapter: HPG 22.1, Chapter 2
Inspected by: Kurt Wallner		Date: 09/04/09

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans, and may be used to appeal findings. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION

☐ Division Level ☒ Command Level
☐ Executive Office Level

☐ Corrective Action Plan Included

☐ Appeal Included

☐ Attachments Included

Follow-up Required:

☐ Yes ☒ No

Forward to: _____

Due Date: _____

Commander's Signature: _____

Date: _____

Chapter Inspection: HPG 22.1, Chapter 2, Area Management Evaluation, Are Procedures and Local Orders

Inspector's Comments Regarding Innovative Practices:

None

Command Suggestions for Statewide Improvement:

None

Inspector's Findings:

None

Commander's Response:

As a result of this evaluation, there were no significant findings noted or corrective actions required. Many of the items were not applicable to the Section, however, for those items that pertained to the operation of Communications Centers Support Section, the processes are in compliance with departmental policy.

Inspector's Comments:

None.

Required Action

Corrective Action Plan/Timeline

Appeal Process: *(Appeals shall be filed within five (5) business days of the completed chapter inspection).*

Commander's Basis for Appeal:

Appeal Review/Decision: *(This shall be the only level of appeal).*

Lead Inspector's Signature: _____

Date: **9/3/09**

Responding Commander's Signature (for appeal): **Dee Dee Tuel**

Date: **9/3/09**

AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

AREA 048	DIVISION IMD	NUMBER
EVALUATED BY Mary Ann Alvarez and Kurt Wallner		DATE 09/04/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Correction Report BY _____	
		COMMANDER'S REVIEW	DATE

AREA STANDARD OPERATING PROCEDURES (SOP)	EVALUATED 09/04/09	ACTION REQUIRED NO	CORRECTED
a. Does SOP contain only local procedures essential to Area?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
b. Conflicts between Division SOP and Area SOP?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
c. SOP available for review?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Is it current?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(2) Are orders necessary?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(3) Does SOP provide reference to, yet avoid duplication of departmental policy?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(4) Conflict between SOP and departmental policy?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
(5) Orders clear and concise?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(6) Is table of contents current/effective?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(7) Logical division of material?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(8) What system is used to assure each Area employee has read SOP? Per the CHP 10, employees are required to review the SOP on their first day, this form is kept in their personnel file. They are then informed of updates to review.			
(9) Effective numbering and index system?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(10) Position descriptions utilized in place of individual names?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(11) How are SOPs distributed? One printed copy is maintained in the Command Library. All employees have access to the SOP via the LAN.			
(a) Are they readily available?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(12) Who is responsible for review/revision? Commander's discretion based on personnel availability and workload.			
(13) How often is SOP reviewed/updated? As needed to accommodate changes in staffing and OPI obligations.			
(a) Is a suspense system in place?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

LOCAL DIRECTIVES	EVALUATED 09/04/09	ACTION REQUIRED NO	CORRECTED
a. Other methods utilized by commander to provide written instructions to Area personnel? The commander makes wide spread use of departmental E-mail to provide written instructions.			
LIMITED DUTY ASSIGNMENTS	EVALUATED 09/04/09	ACTION REQUIRED NO	CORRECTED
a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
b. What types of duties are assigned to those on limited duty? Duties would be assigned on a case-by-case basis as determined from information provided by the employee's physician on a CHP 443 and WH-380.			
c. How many employees are currently on limited duty status? None.			
OTHER PROCEDURES	EVALUATED 09/04/09	ACTION REQUIRED NO	CORRECTED
a. What methods does Area use to report highway defects? This question is not applicable to CCSS. Any roadway defects noticed by CCSS employees would be reported to the appropriate communications center with jurisdictional authority.			
b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
(1) What procedure is followed for receiving citizen's complaints? Complaints received by CCSS employees would be referred to the appropriate communications center or field office.			
(2) Is there a system to identify complaint-generating behavior? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
(3) Are complaints classified properly? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
(4) What are the most common errors in complaint investigations? There have been no complaints filed against CCSS or any of the employees.			
c. What procedure is in place to handle traffic complaints? This question is not applicable to CCSS. Any traffic complaints received by CCSS employees would be referred to the appropriate communications center or area office with jurisdictional authority.			
d. How are employee absences reported/verified? CCSS non-dispatch personnel are required to report absences directly to the commander or acting commander. Dispatch personnel are required to report absences to their supervisor. The commander/supervisor can verify the absence at their discretion via telephone, medical statement or home/hospital visit. If absent for more than three consecutive calendar days, medical substantiation may be requested in accordance with FMLA/CFRA.			
e. Is there a central listing of employees with approved secondary employment requests? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
f. How are cameras assigned? Cameras are secured in a locked cabinet and signed out on an "as-needed" basis by CCSS personnel. All of the cameras are tracked in a logbook by the CCSS Staff Analyst.			

(1) What type(s) of cameras are used? CCSS only has Cannon PowerShot SD-950 digital cameras in use.

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? N/A

(1) Are inspections up-to-date?

☐ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☐ Yes ☐ No

(3) Are random inspections conducted?

☐ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☐ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? N/A

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? Only the CCSS Commander or acting commander has access to the roster.

(2) Who regularly receives Area rosters? Only the CCSS Commander or acting commander regularly receives a copy of the roster.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☐ Yes ☒ No

(1) Who coordinates inspection and/or disposal of unserviceable items? N/A

(2) If appropriate, are damages collected?

☐ Yes ☒ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Employees receive either a hard copy or an email in their mailbox of the directive.

n. Who is responsible for the review of reports submitted by field officers? CCSS is not a field office and does not receive reports from the field.

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? Supervisors review the reports.

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? The CCSS Commander or designee authorizes all overtime.

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? The court and subpoena logs are maintained by the Office Technician.

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No